

#19

FACSIMILE COVER SHEET

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To: U.S. Patent and Trademark Office
Special Examiner: Ken Wieder; Group Art Unit 2600

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Telephone No.: (703) 305-4710

From: Michael P. Straub, Esq.

Date: July 22, 2004

Number of Pages Including Cover: 17

Attorney Docket No.: Nynex-27/CIP3

Applicants: Craig REDING et al.

Serial No.: 09/154,965

Filing Date: September 17, 1998

Title: METHODS AND APPARATUS FOR AUTOMATING THE SERVICING OF TELEPHONE
CALLS INCLUDING CALLS REQUESTING DIRECTIONAL AND/OR OTHER TYPES
OF INFORMATION

Examiner: William J. Deane

Group Art Unit: 2642

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IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Attorney Docket No.: **Nynex-27/CIP3**

Applicants: **Craig Reding et al.**

Serial No.: **09/154,965**

Filing Date: **Sept. 17, 1998**

Title: **METHODS AND APPARATUS FOR AUTOMATING THE SERVICING
OF TELEPHONE CALLS INCLUDING CALLS REQUESTING
DIRECTIONAL AND/OR OTHER TYPES OF INFORMATION**

Examiner: **William J. Deane, JR**

Group Art Unit: **2642**

ASSISTANT COMMISSIONER FOR PATENTS
Washington, D. C. 20231

S I R:

**RESUBMISSION OF PETITION TO WITHDRAW HOLDING OF ABANDONMENT
ORIGINALLY FILED October 2, 2002**

As per a discussion with Special Examiner Ken Wieder which occurred on July 13, 2004, Applicants undersigned representative is submitting herewith a copy of the previously submitted Petition to Withdraw Holding of Abandonment which was apparently lost from the Patent Office file.

It is requested that the Petition be processed by the Patent Office and that the examination of the case be allowed to proceed.

The undersigned hereby certifies that the Petition to Withdraw Holding of Abandonment attached hereto was

originally submitted by Facsimile on October 2, 2002 as evidenced by the Patent Office Auto-Reply Facsimile Transmission also submitted herewith as evidence of receipt of the original submission by the Patent Office on October 2, 2002.

- ☒ Applicants believe that **NO** fee is due in regard to this submission. However, in the event that a fee is due please charge the fee due and any additional fee that may be due, to the deposit account of **STRAUB & POKOTYLO**, deposit account number **50-1049**.

Respectfully submitted,

July 22, 2004

Michael P. Straub
Michael P. Straub, Attorney
Reg. No. 36,941
Customer No. 26479
(732) 542-9070

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Page 001

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OCT-02-2002 WED 10:58 AM STRAUB & POKOTYLO

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P. 01

FACSIMILE COVER SHEET

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To: U.S. Patent and Trademark Office
Examiner: William J. Deane, Jr.

Facsimile No.: (703) 872-9314Telephone No.: (703) 306-5838From: Michael P. Straub, Esq.Date: October 2, 2002Number of Pages Including Cover: 13

MESSAGE: FORMAL SUBMISSION OF:
1.) Transmittal (in duplicate)
2.) Petition to Withdraw Holding of
Abandonment

Attorney Docket No.: Wynax-17CIP3 (96-21CIP3)
Applicants: Craig Reding et al.
Serial No.: 09/154,965
Filing Date: September 17, 1999
Title: METHODS AND APPARATUS FOR AUTOMATING THE SERVICING
OF TELEPHONE CALLS INCLUDING CALLS REQUESTING
DIRECTIONAL AND/OR OTHER TYPES OF INFORMATION
Examiner: William J. Deane
Group Art Unit: 2642

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From: Michael P. Straub, Esq.

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MESSAGE: FORMAL SUBMISSION OF:
1.) Transmittal (in duplicate)
2.) Petition to Withdraw Holding of
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Attorney Docket No.: Nynex-27CIP3 (96-21CIP3)
Applicants: Craig Reding et al.
Serial No.: 09/154,965
Filing Date: September 17, 1998
Title: METHODS AND APPARATUS FOR AUTOMATING THE SERVICING
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Modified PTO/SB/21 (08-00)

Approved for use through 10/31/2002; OMB 0651-0031

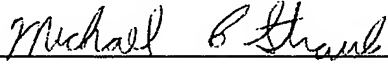
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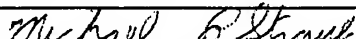
TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i>	Application Number	09/154,965
	Filing Date	September 17, 1998
	First Named Inventor	Craig REDING
	Group Art Unit	2642
	Examiner Name	William J. Deane
Total Number of Pages in This Submission		Attorney Docket Number Nynex-27/CIP3 (96-21CIP3)

ENCLOSURES <i>(check all that apply)</i>		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Assignment Papers <i>(for an Application)</i> <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group <i>(Appeal Notice, Brief, Reply Brief)</i> <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Postcard Receipt <input checked="" type="checkbox"/> Other Enclosure(s) <i>(please identify below):</i> Petition to Withdraw Holding of Abandonment
Remarks No fee is believed due. However, if there is a fee due, the Commissioner is hereby authorized to charge that fee and/or credit any overpayments to the Deposit Account of Straub & Pokotylo, Deposit Account No. 50-1049.		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	Michael P. Straub (Reg. No. 36,941)
Signature	
Date	October 2, 2002

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Typed or printed name	Michael P. Straub	
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IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Attorney Docket No.: Nynex-27/CIP3 (96-21CIP3)

Applicants: Craig REDING et al.

Serial No.: 09/154,965

Filing Date: September 17, 1998

Title: METHODS AND APPARATUS FOR AUTOMATING THE SERVICING
OF TELEPHONE CALLS INCLUDING CALLS REQUESTING
DIRECTIONAL AND/OR OTHER TYPES OF INFORMATION

Examiner: William J. Deane

Group Art Unit: 2642

ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

S I R:

PETITION TO WITHDRAW HOLDING OF ABANDONMENT

On September 10, 2002 the Patent Office mailed a Notice of Abandonment. The Notice indicates that the application "is abandoned in view of: 1. Applicant's failure to timely file a proper reply to the Office letter mailed on 21 November 2001."

Applicants' respectfully submit that the holding of abandonment should be withdrawn in view of the fact that a timely reply to the November 21, 2001 Office Action was filed by facsimile on December 19, 2001.

A copy of the filed response, which includes a certificate of facsimile transmission, along with the facsimile report indicating that the transmission was successful is enclosed as proof of the submission of a timely response.

No fee is believed due. However, in the event that a fee is due in regard to this Petition, the Commissioner is hereby authorized to charge the Deposit Account of **Straub & Pokotylo**, Deposit Account No. 50-1049. A duplicate copy of this Petition is enclosed for charging purposes.

Respectfully submitted,

October 2, 2002

Michael P. Straub
Michael P. Straub, Attorney
Reg. No. 36,941
Customer No. 26479
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October 2, 2002

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Facsimile: 732-335-1228

To: U.S. Patent and Trademark Office
Examiner: W. Deane; Group Art Unit 2642

Facsimile No.: (703) 872-9314

Telephone No.: (703) 306-5838

From: Michael P. Straub, Esq.

Date: December 19, 2001

Number of Pages Including Cover: 8

**Message: RESPONSE TO OFFICE COMMUNICATION DATED
NOVEMBER 21, 2001**

Applicants: **Craig Reding et al.**

Case: **NYNEX-27/CIP3**

Serial No.: **09/154,965**

Filed: **Sept. 17, 1998**

Group Art Unit: **2642**

Examiner: **William J. Deane**

Title: **Methods and Apparatus for Automating the Servicing of Telephone
Calls Including Calls Requesting Directional and/or Other
Types of Information**

Assistant Commissioner For Patents
Washington, D.C. 20231

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Michael P. Straub
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December 19, 2001
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Modified PTO/SB/21 (08-00)

Approved for use through 10/31/2002. OMB 0651-0031

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<h1 style="text-align: center;">TRANSMITTAL FORM</h1> <p style="text-align: center;">(to be used for all correspondence after initial filing)</p>	Application Number	09/154,965	
	Filing Date	September 17, 1998	
	First Named Inventor	Craig REDING	
	Group Art Unit	2642	
	Examiner Name	William J. Deane	
Total Number of Pages in This Submission		Attorney Docket Number	Nynex-27/CIP3 (96-21CIP3)

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Assignment Papers (for an Application) <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s)	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Postcard Receipt <input type="checkbox"/> Other Enclosure(s) (please identify below):
Remarks No fee is believed due. However, if there is a fee due, the Commissioner is hereby authorized to charge that fee and/or credit any overpayments to the Deposit Account of Straub & Pokotylo, Deposit Account No. 50-1049.		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Michael P. Straub (Reg. No. 36,941)
Signature	<i>Michael P. Straub</i>
Date	December 19, 2001

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IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

PATENT APPLICATION

Applicants: Craig Reding et al.

Case: NYNEX-27/CIP3

Serial No.: 09/154,965 Filed: Sept. 17, 1998

Group Art Unit: 2642

Examiner: William J. Deane

Title: Methods and Apparatus for Automating the Servicing
of Telephone Calls Including Calls Requesting
Directional and/or Other Types of Information

Assistant Commissioner For Patents
Washington, D.C. 20231

S I R:

RESPONSE TO OFFICE COMMUNICATION DATED NOVEMBER 21, 2001

In the November 21, 2001 Office Communication the Examiner indicated that he believed that the amendment filed on Sept. 7, 2001 was not fully responsive and gave Applicants an additional 30 days to respond.

In the Communication the Examiner states:

Specifically, applicant has failed to point out support in the specification for the Amendments contemplated by applicants. For example, applicant claims a first operator position identifier, second operator position identifier, etc. Applicants must

point out in the specification support for such limitations. The limitations discussed above, are only examples of the limitations that must be pointed out in the specification to show support for these limitations and is not meant to be an exhaustive list. (Office Communication page 2)

REMARKS

Applicants respectfully submit that the application includes ample support for the recited first and second operator position identifiers of amended claim 1. It also includes clear support for all the other amendments made to the claims.

As discussed in numerous places in the application operator position identifiers uniquely identify operator positions to switches and are provided to the switch as part of a manned or automated operator log-in process performed by a call processing device such as an automatic function node implementing an AOWs. (See summary page, 10, lines 20- page 11 line 3; page 33, lines 1-29, page 34, lines 11-17; page 35, lines 1-5, Abstract lines 14-26) At any given time, some operator positions may be manned while others are unmanned and operating as automated operator positions. (See page 27, lines 28-31). As stated in the summary

[T]he apparatus of the invention can be used to automate portions of an operator assisted telephone call, before and/or after a human operator performs some action to service the telephone call. When a human operator is involved in servicing a call that is also being serviced by the automated system of the present invention, one or more call transfers may occur between the automated apparatus of the present invention

and a manned operator workstation. Such transfers may involve the use of a telephone switch to transfer the call between, e.g., to and/or from, the manned operator workstation and the apparatus of the present invention, and vice versa... the described telephone switch transfer operation occurs in conjunction with the new and novel transfer of data between the manned operator workstation and the automated system of the present invention via a local area network used to couple the two together. Because data can be transferred between the automated device of the present invention and a manned workstation, the apparatus of the present invention can be used to facilitate processing of calls involving human operators as well as performing fully automated call processing operations. (Application Summary page 11, line 25 to page 12, line 19).

Since the application provides ample support, in the above quoted locations and elsewhere, for uniquely identifying multiple operator positions, both manned and unmanned, to a switch via the use of unique operator position identifiers as part of an operator login procedure performed, e.g., prior to servicing a call, there is clear support for the language in amended claim 1 which states "an automated operator position identified by a first operator position identifier" and the additional language "the manned operator position being identified to the switch by a second operator position identifier".

The call transfer features recited in amended claim 1 between the unmanned and manned operator positions is supported by the above quoted portion of the invention summary and elsewhere in the application. The other

features of claim 1 as well as the other amended claims are also supported by the above cited portions of the application as well as by other locations in the application.

Support for the amendments to claim 2 can be found in the above cited portions of the application. Support can also be found in the summary which states:

While the apparatus of the present invention can be used to process calls in an automated manner, in various embodiments automated function nodes of the present invention are implemented in a manner which allows them to be used ... as a combination of manned/unmanned operator positions. (Application page 15, lines 21-29)

Use of text to speech and speech recognition functionality is discussed at various locations in the summary including, e.g., page 11, lines 9-24; page 12, lines 21-23, page 13, line 19 to page 14, line 15 and elsewhere in the application. These cited portions of the application provide support for amendments made to some claims.

For support for the remaining amendments, the Examiner is referred to pages 52 to 53 of the application which discuss the use of automatic number identification (ANI) information; a line information database; business listings, e.g., restaurant listings; and directional based services.

Conclusion

In view of the portions of the application cited above, it is clear that all of the amendments to the pending claims are supported by the application as filed. Accordingly, the previously submitted amendment should be entered and deemed fully responsive to the previous office action.

Claims 1-10, 16-25 and 33-35 are directed to new, useful and non-obvious subject matter. Accordingly, the application is now in condition for allowance. Such allowance is respectfully requested.

The Examiner is invited to contact Applicants' undersigned representative by telephone if any outstanding issues remain which need to be resolved to place the application in condition for allowance.

Respectfully submitted,

Michael B. Straub, Reg. No. 36,941 for:

Loren Swingle

December 19, 2001

Loren Swingle, Attorney
Reg. No. 32,764
(914) 644-2366

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 Group Art Unit: 2642
 Examiner: William J. Deane
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